

CLEANING SYSTEMS INC.



A Complete Commercial Cleaning Company

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To: Cleaning Systems, Inc. Employees

Cleaning Systems Inc. (CSI) just celebrated our 27th year of doing business in the South Florida area. Our industry has seen many ups and downs within this time period. Our Company has faced many challenges and has taken the necessary measures to survive the storms. We all have to pull together as a team, tighten our costs and remain competitive to secure our future and everyone's best interests. Every employee counts!

In our Company, we derive success from quality work, teamwork and safety. Individual and unit growth are stimulated by the idea that many minds working together can accomplish much more than an individual working alone.

CSI is fortunate to have very dedicated employees: in the field and the office. A large number of our team members have grown with the Company through thick and thin. You are part of a quality-driven team that provides top services to our customers. Our work is very challenging and at the same time very rewarding. We believe that each employee contributes directly to our growth and success and we hope you take pride in being a member of the CSI team. We in turn say "Thank You" and aim to give back to our employees and look out for everyone's best interests. If you are just joining "our team", Welcome.

In the ever-changing commercial cleaning industry, we, as a Company feel it is necessary to reach out to each and every employee and make sure everyone is working as a unified team towards **our top priority: to meet or exceed our customers' highest expectations.**

Times, regulations and laws change, which is why this handbook has been prepared containing important information and guidance for employees working at CSI. It is intended to cover the procedures, rules and policies which most often apply to day-to-day operations. Please familiarize yourself with the contents of this handbook and the areas that pertain to you. We hope it will guide us all in the same direction of future growth and security.

We strive to provide an employee-friendly environment with fair compensation, benefits and favorable working conditions. Goal-oriented individuals thrive as they achieve ever more demanding challenges. Your Company's commitment to the well-being of each CSI employee, to serving customers and to providing quality services at competitive prices is unwavering.

From time to time there will be roadblocks; this is part of every business' growing process. However, **as long as we persevere, keep an open mind and have a positive mental attitude, we will all succeed!**

Sincerely,

Jim Fischer

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THE PURPOSE OF THE HANDBOOK

This CSI Employee Handbook contains only general information and guidelines for all employees. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies described. For that reason, if you have any questions concerning eligibility for a certain benefit, or the applicability of a policy or practice to you, you should address your specific questions with your supervisor or the Human Resources Department.

The handbook is not a contract of employment nor is it intended to create contractual obligations for the Company of any kind. Your employment is not for any specific duration and may be terminated “at will”, with or without cause or prior notice from the Company.

The policies and procedures outlined in this handbook will be applied at the discretion of CSI. We reserve the right to add to, delete or modify the provisions in this handbook at any time and for any reason. The handbook will be under constant review and will be revised when appropriate.

The Company will make every effort to notify employees when an official change in policy or procedure has been made, but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions.

GENERAL EMPLOYMENT INFORMATION

“At Will” Employment

This Company is an “at-will” employer and it is expressly understood that employment at CSI shall continue only so long as it is mutually agreeable to CSI and each employee. This means that neither you nor CSI has entered into a contract regarding a specific duration of your employment or compensation. Either an employee or CSI may terminate employment for any reason whatsoever, with or without cause and/or notice, at any time.

Equal Employment Opportunity (EEO) Employer

This Company is built upon teamwork, equal opportunity and is committed to developing and implementing a program of nondiscrimination. The Company subscribes to the principles of an equal opportunity employer and is committed to recruit, interview, hire, classify, train, promote, demote, discipline, transfer, terminate, and set rates of pay or other compensation on the basis of merit and qualifications without regard to race, religion, color, national origin, disability, sex, age, marital status or other protected characteristic.

Non-Discrimination and Anti-Harassment Policy

CSI prohibits and will not tolerate discrimination based on any legally protected status, including, but not limited to, race, religion, color, national origin, disability, sex, age, marital status or other protected characteristic. If you believe you have been discriminated against, you are encouraged to follow the complaint procedure below.

One aspect of our equal employment opportunity policy is that CSI strictly prohibits and does not tolerate harassment of any form related to an individual's race, religion, color, national origin, disability, sex, age, marital status or other protected characteristic protected by law. Our employees should be able to work in an atmosphere free from all forms of employment discrimination, including sexual or other harassment. CSI prohibits such harassment of our employees by one another or by third parties with whom we have business relationships. Prohibited conduct may result in disciplinary action up to and including discharge.

Sexual and other harassment may take many forms. These forms include, but are not limited to:

- Unwelcome and offensive verbal conduct, such as remarks, comments, jokes, slurs or other derogatory reference made to or about a person, relating to that person's gender, religion, race, age or any other protected characteristic.
- Unwelcome and offensive visual conduct, including pictures, cartoon drawings, photographs or other communications, including videotape, e-mail, Internet programs or web sites.
- Unwelcome sexually explicit, vulgar, crude or offensive language, jokes, photographs or other materials.
- Unwelcome physical conduct, including touching, staring, fondling, restraining, patting, rubbing, brushing, regardless of the gender of the individuals involved.
- Unwelcome requests for sexual favors, or sexual advances, or other verbal or physical conduct of a sexual nature, regardless of the gender of the individuals involved, when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) an individual's submission to or rejection of such conduct is used as a basis for an employment decision affecting that individual; or (c) the purpose or the effect of such conduct is to substantially interfere with the affected individual's work performance or to create an intimidating, hostile or offensive work environment.

Complaint Procedure

CSI takes good-faith allegations of discrimination, retaliation, sexual harassment and other forms of harassment very seriously. If you believe that you have been subjected to any type of discrimination, retaliation or harassment from employees, contractors or otherwise in connection with your job, you should immediately do the following:

- Document any incident of alleged discrimination, retaliation or harassment, including the date, time, place, what was said or done, and the surrounding circumstances.
- If you are comfortable doing so, clearly and directly communicate to the offending individual that his or her conduct is unwelcome, and request that the offensive, discriminatory, or retaliatory behavior or conduct stop. However, this action on your part is by no means required.
- Regardless of whether you confront the offending individual, you must immediately bring the matter to the attention of your immediate supervisor or the Human Resources Department based on your own comfort level with those individuals.

All such matters will be kept as confidential as practicable to ensure a proper investigation. Complaints will be promptly and thoroughly investigated, and if the allegations of discrimination, retaliation, or harassment are substantiated, CSI will take appropriate corrective action. Retaliation against any person who has, in good faith, complained about discrimination, retaliation, or sexual or other harassment, or who otherwise participated in an investigation of the same allegations, will not be tolerated. Prohibited retaliation will result in discipline, up to and including discharge.

Any employee who makes a false complaint of discrimination, retaliation, sexual or other harassment or who intentionally provides misinformation during an investigation, or otherwise fails or refuses to cooperate during an investigation, will be subject to disciplinary action, up to and including discharge.

“Open Door” Policy

Communication and teamwork lead us to achieving our business goals. However, every work group can experience conflict. It is best to quickly resolve issues, while maximizing our work relationships. Open and honest communication is the key. If you have a problem, suggestion or question regarding your job or working conditions, we encourage you to voice your concerns openly and directly to your supervisor. Experience has shown that when employees deal directly with their supervisors, communication can be

clear and overall morale can be positive. However, if you feel it is not appropriate to contact your supervisor, or you feel that the situation has not been resolved, you may wish to bring the issue to the next level of management. This procedure, which we believe is important for both you and CSI, cannot result in every problem being resolved to your satisfaction. Nevertheless, CSI values your input, and you should feel free to raise issues of concern, in good faith, without fear of retaliation. There is one exception to the "Open Door" policy. If a complaint concerns discrimination, retaliation or harassment, then you should use the Complaint Procedure outlined above in the Non-Discrimination and Anti-Harassment Policy.

Drug and Alcohol-Free Workplace Policy

CSI is committed to providing a safe, efficient and productive work environment and the highest quality service to our customers. Thus, to ensure a safe, healthy and productive work environment for our employees and others, to protect CSI property, and to ensure efficient operations, CSI has adopted a Drug and Alcohol-Free Workplace Policy.

It is the policy of CSI that the possession, use, consumption, sale, purchase, distribution, dispensation or manufacture by any employee of alcohol or any illegal drugs or illegally-obtained drugs in the workplace, on CSI premises or within its facilities, while on-duty, or in the performance of CSI-related work is strictly prohibited and will be grounds for immediate termination.

In addition, no employee may report to work or remain on duty while under the influence of or impaired by any illegal drug or alcohol. For purposes of this policy, a drug will be considered an illegal drug if its use is prohibited or restricted by law.

CSI also does not permit any employee to report to work or to perform his or her duties while taking prescription or non-prescription medication which in fact is adversely affecting the person's ability to safely and effectively perform his or her job functions. Employees are required to notify their supervisor in such instances, but need not disclose the medication being taken or the medical condition involved.

To enforce CSI's drug and alcohol-free policies, employees may be required to submit to drug and alcohol testing in accordance with applicable laws, rules and regulations and any CSI protocol and/or testing program. This includes pre-employment, random and post-accident testing.

Switching, tampering with or adulterating any specimen or sample collected under the Company's policy for the purpose of testing for drugs, or attempting to do so, or assisting another in an attempt to do so, is prohibited. Employees violating any part of this policy will be subject to disciplinary action up to and including termination from employment. Refusing to consent to or submit to a drug and/or alcohol test when required under this policy is considered a violation and subjects the employee to discipline up to and including termination.

Smoking Policy

CSI provides a smoke-free environment for its employees, customers, and visitors. Smoking is prohibited throughout the workplace. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions.

No Solicitation of or Distribution to Employees

Solicitation of employees or distribution of advertising materials, handbills, or printed or written literature of any kind to employees on the premises of CSI by persons who are not CSI employees is prohibited at any time. This includes all jobsites.

Solicitation by one CSI employee of another employee for any purpose is prohibited while either employee is on his or her working time. ("Working time" does not include meal periods, authorized rest breaks or any period when employees are properly not engaged in the performance of their work tasks.) Distribution by CSI employees of advertising materials, handbills or printed or written literature of any kind to other employees during working time or in working areas is prohibited.

- Bulletin Boards in the office and shop have notices required by law, Company announcements, memoranda and similar material. The bulletin board is provided to keep you informed of events important to all of us. The bulletin board is reserved for Company business and only management is authorized to post or remove any material from it.

EMPLOYMENT

Employee Classifications

For purposes of this handbook, all employees are to work full-time or part-time.

- A regular "full-time employee" is one who is normally scheduled to work forty (40) hours in a workweek and has successfully completed the introductory period.
- A regular "part-time employee" is one who is normally scheduled to work thirty-two (32) hours in a workweek and has successfully completed the introductory period.
- Temporary employees include those hired for a limited time to assist in a specific function or in the completion of a specific project. Employment beyond any initially stated period does not in any way imply a change in employment status or classification unless and until they notified, by CSI management of a change.

Introductory Period

- Your first ninety (90) calendar days of employment are considered an **Introductory Period**. This Introductory Period will be a time to get to know your fellow employees, your supervisor and the tasks involved in your job position, as well as becoming familiar with the Company's services. Your supervisor will work closely with you to help you understand the needs and processes of your job.
- This Introductory Period is a try-out time for the Company, as an employer. During this period, we will evaluate your suitability for employment. If, during this period, your work habits, attitude, attendance or performance does not measure up to our standards, we may separate you from employment. The Introductory Period may be extended at the Company's discretion.
- Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause."

Personnel Employment Records

A personnel file is maintained for each employee and is the property of CSI. These personnel files contain confidential documents and are managed and maintained by our Human Resource staff.

- Typical documents in a personnel file include the employment application, a family emergency contact form, a resume, an employee handbook / at-will employer acknowledgement signature form, a workplace safety program acknowledgement signature form if necessary, current personal information, insurance and other benefit records and documented disciplinary action history. Not all personnel files contain the same documents.
- It is the responsibility of every employee to notify the Human Resources Department of any changes to the employee's:
 - Name, marital status and/or number of eligible dependents;
 - Address, telephone number and/or email address;
 - W-4 deductions; or
 - Person to contact in case of emergency.

COMPENSATION AND BENEFITS

Compensation

Pay Cycle

Employees are paid on a Bi-weekly basis. In the event that a regularly scheduled pay day falls on a holiday, employees will be paid on the day preceding the holiday unless otherwise required by state law.

Hours of Work

- The standard workweek is forty (40) hours. CSI is open for business from Monday to Friday from 8:30 a.m. to 5:00 p.m.
- The Company reserves the right to vary an employee's hours at its discretion.
- Smoking is only allowed during breaks and in the designated smoking areas for each specific job.
- Supervisors will advise employees of their scheduled shift, including starting and ending times.

Overtime Pay

Depending on the Company's needs, an hourly employee may be required to work overtime when requested by their supervisor. However, hourly employees cannot at their own discretion, work overtime without prior approval from their supervisor.

- As mandated under the Fair Labor Standards Act, hourly employees are paid at their regular hourly rate the first forty (40) hours worked in a workweek and all additional hours are paid at a rate of one and one-half (1½) times the employee's regular hourly rate.
- Hours paid but not worked will not be counted toward overtime pay (i.e., vacation, holidays, sick)

Time Keeping

CSI expects regular attendance and punctuality from all employees. This means being in the workplace ready to work, at your scheduled start time each day and completing entire shifts. Absenteeism, tardiness are not tolerated and employees are also expected to return from scheduled meal and breaks periods on time.

If an employee fails to notify their supervisor after three consecutive days of absence, CSI will presume that the employee has voluntarily resigned. CSI will review any extenuating circumstances presented by the employee that may have prevented him or her from calling in before the employee is removed from payroll.

CSI considers attendance and punctuality to be the foundation of excellent performance. Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to an including termination of employment.

Calling into Office

It is the responsibility of each CSI employee to notify their supervisor and the office immediately when they will be absent for the day, arriving late or leaving early.

- If an employee is unexpectedly unable to report to work for any reason, he or she must directly notify their supervisor as early as possible and always prior to their scheduled starting time.
- It is not acceptable to leave a voicemail message with a supervisor, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day.

- If an illness or emergency occurs during work hours, employees should notify their supervisor as soon as possible.
- CSI reserves the right, to the extent allowed by law, to ask for a physician's statement in the event of long-term illness (three consecutive days), or multiple illnesses or injuries.

Time Records - Sign-In / Sign-Out Sheets

In order for CSI to comply with its legal obligations, details pertaining to hours worked must be maintained for all employees. Every employee is responsible for accurately recording arrival and departure time worked. Further, employees are required to record the start and end of each meal period as well as any departure for non-work related reasons.

All vacation days, sick days, holidays, and absences from jury duty, funeral leave or military training must be specifically recorded by all employees. It is the responsibility of the employee to submit and approve their time records.

Any employee that alters, falsifies, tampers with the records or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

Benefits

Introduction

The Company has established a variety of employee benefit programs designed to assist you and your eligible dependents. This portion of the Employee Handbook contains general descriptions of the benefits which you may be entitled to. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Please contact the Human Resources Department for complete details.

The Company reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all of the provisions of the benefit plans, including any health benefits that may be extended to retirees and their dependents.

Paid Time Off (PTO)

CSI uses a program called PTO, or Paid Time off. This program replaces the more conventional system of granting a specific number of paid days off for sick, personal and vacation time each year. The PTO program provides each employee more flexibility and allows you to take responsibility for your time off work. Every effort will be made to accommodate your request for time off under this program. However, CSI reserves the right to make the final decision as to when time off is granted or if the PTO hours will be paid out. One must work full-time (40hrs/week) to be eligible for PTO.

Regular full-time employees who have physically worked for the Company for a consecutive year will be eligible to receive five (5) PTO days (40hrs) per year.

If an employee has PTO accrued after an employee's anniversary date, one can only have 40hrs to be rolled over into the next year. Any remaining PTO hours over the 40hrs accrued will be voided.

A PTO request must be provided in writing and approved by your supervisor.

Scheduled Time Off

PTO used for vacation or personal days must be approved 2 weeks in advance by CSI.

Unscheduled Time Off

For an unscheduled absence, such as illness, emergency, or any other circumstance that prevents you from working, you are to notify your supervisor as soon as possible so that arrangements can be made to have your work done by others. The unscheduled time off can be deducted from your PTO entitlement. If you do not have any PTO, the time off will be unpaid and will not count toward your PTO accrual.

Holidays

Regular full-time employees are eligible for paid holidays. To receive holiday pay, you must work the day before and the day after the holiday, unless authorized by the Company in advance with a written PTO request. The request must be sent in to the office at least one week prior to the actual holiday. Recognized holidays will be communicated by your supervisor once they have been defined.

Jury Duty

Any employee who is called for jury duty shall be granted time off to fulfill this responsibility. An employee called to jury duty must submit a copy of the summons for jury duty to the supervisor or the office/payroll as soon as possible.

If eligible, the employee's benefits will remain in effect during jury duty time. Upon completing jury duty, the employee shall report to work at the beginning of the next work day. If jury duty does not require the full work day, the employee should notify the office to determine whether they should return to work that day.

Family and Medical Leave Act (FMLA)

Purpose and Coverage

CSI provides family and medical leaves of absence to eligible employees in certain circumstances in accordance with the Family and Medical Leave Act (FMLA). FMLA leave is provided according to the following terms.

FMLA Eligibility

If you have worked for CSI a minimum of twelve (12) months (which need not be consecutive), and have provided CSI with at least 1,250 hours of service during the twelve (12) month period preceding the commencement of your FMLA leave, then you are eligible for leave under the FMLA.

Amount of Leave (FMLA)

12 Weeks

If you are a FMLA-eligible employee, you are normally entitled to twelve (12) weeks of FMLA unpaid leave during each applicable twelve (12) month period.

26 Weeks

One exception to this twelve (12) week entitlement is if you are taking leave pursuant to the Military Caregiver Leave provisions of the FMLA. In that case, an eligible employee is entitled to take a total of twenty-six (26) weeks of FMLA unpaid leave during a single twelve (12) month period. However, no more than twelve (12) weeks of this combined total of twenty-six (26) weeks can be for non-Military Caregiver Leave.

Spouses employed by CSI

Additionally, spouses who are both employed by CSI are entitled to a combined total of twelve (12) weeks of leave (rather than twelve (12) weeks each) for the birth of a child, the placement of a child with the employees for adoption or foster care, or the care of a parent with a "serious health condition." This duplicate exception does not apply to leave for the employee's own "serious health condition" or the "serious health condition" of a spouse or child. In such cases, the wife is entitled to twelve (12) weeks and the husband is entitled to twelve (12) weeks. Likewise, if spouses, who are both employed by CSI and are both eligible for FMLA leave, require Military Caregiver Leave, they are entitled to a combined total of twenty-six (26) weeks of leave (rather than twenty-six (26) weeks each) for the birth of a child, the placement of a child with the employees for adoption or foster care, the care of a parent with a "serious health condition", or to care for a covered servicemember with a serious injury or illness.

Determining Amount of Leave Available (FMLA)

In determining the leave available to a FMLA eligible employee, a "rolling" twelve (12) month period measured backwards from the date an employee's FMLA leave would begin, will be utilized.

The exception to this method of measuring the amount of leave available to an eligible employee is when FMLA leave is taken to care for a covered service member (Military Caregiver Leave). For this type of leave, the applicable period is a single twelve (12) month period, which begins on the first day the eligible employee takes Military Caregiver Leave and ends twelve (12) months after that date.

Purposes for Which Leave Can Be Taken

Eligible employees may take FMLA leave for the following reasons:

1. the birth of a child, and to care for the newborn;
2. the placement of a child with you for adoption or foster care;
3. to provide care for your child, spouse, or parent who has a "serious health condition;"
4. your own "serious health condition" which renders you unable to perform any one of the essential functions of your job. (Job-related (worker's compensation) injuries and illnesses and pregnancy-related conditions that render you unable to perform an essential function of your job will normally constitute a "serious health condition");
5. to care for your child, spouse, parent or next of kin who is a covered service member. (This type of leave is known as Military Caregiver Leave.); or
6. for a "qualifying exigency" arising out of the fact that your child, spouse or parent is on covered active duty or called to covered active duty status.

Examples of a "qualifying exigency" include: (1) short-term deployment, (2) military events, (3) childcare-school related activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation, (7) post-deployment activities, and (8) other activities as are agreed upon by CSI and employee.

Notification of Need for Leave

You must provide CSI with thirty (30) days' advance written notice of your need for FMLA leave when the need for leave is foreseeable. If emergency conditions prevent such notice, you must notify CSI's Human Resources Department as soon as is practicable (i.e., within one (1) or two (2) business days of learning of your need for leave, if feasible). For leave taken on the basis of planned medical treatment, the employee should seek to schedule the treatment so as to avoid unduly disrupting the operations of CSI.

Notice of the need for leave should be made to CSI through FMLA form which are available from CSI's Human Resources Department. The relevant forms should be completed in detail, signed by you, and then submitted to CSI's Human Resources Department for proper approval and forwarding to the appropriate management personnel.

Required Certification for Leave Requests

Health care provider certification of your serious health condition or that you are needed to care for a covered family member with a serious health condition is required. You must obtain the certification from a responsible health care provider and make it available to CSI's Human Resources Department within fifteen (15) days after being advised by CSI in writing. Health care provider certification forms are available from CSI's Human Resources Department and will be provided for your use. Additionally, if you are taking leave because of a qualifying exigency or to care for a covered service member, you may also be required to submit certification.

Intermittent Leave/ Reduced Hours

If medically necessary, in the case of your own "serious health condition" or that of your spouse, child, or parent, or to care for a covered service member with a serious illness or injury, you may take FMLA leave intermittently (e.g., one (1) week per month) or on a reduced hour schedule (e.g., four (4) hours per day).

Additionally, if necessary, leave taken due to a qualifying exigency may be taken on an intermittent or reduced hour schedule. When your leave is taken for other non-medical reasons (e.g., placement of a child with you for adoption or for foster care), you may take leave intermittently or on a reduced hours schedule only if CSI agrees to such arrangement.

If your FMLA leave is unpaid, CSI will adjust your compensation based on the hours you take as intermittent or reduced hours leave within a workweek.

If you request intermittent leave or reduced hours' status, CSI may temporarily transfer you to another position of equivalent pay and benefits in order to better accommodate your recurring periods of absence.

In the case of non-FMLA leave, CSI reserves its discretion to permit such leave to be taken intermittently or in a reduced manner.

Use of Paid Leave

If you are entitled to any paid time off (PTO), then you must use your PTO as part of your FMLA, except if you are on worker's compensation leave or collecting short term disability benefits. Using your paid leave benefits does not add to the total length of your FMLA leave entitlement. Upon exhausting all available and applicable paid leave, in accordance with CSI's policies, the remainder of an employee's FMLA leave time will be unpaid and will not count towards PTO entitlement.

Employee Benefits and Payments

During approved FMLA leave, your group health insurance benefits paid for by CSI will continue to the same extent they existed prior to the leave, if you continue to pay your customary portions of the monthly premiums for your coverage and for any coverage of your dependents. If Paid Leave is substituted for unpaid leave, CSI will deduct your portion of the premiums as a regular payroll deduction. If, on the other hand, the leave is unpaid, you must pay your portion of the premiums by making arrangements with CSI's Human Resources Department, which will advise you of the payment due dates.

Your failure to timely pay your portion of the insurance premiums or to timely pay for dependent coverage may result in the termination of coverage. If CSI decides to pay your portion of the insurance premium for the duration of your leave, such payments may be recovered by CSI from you through payroll deductions upon your return to work.

If you elect not to return to work upon completion of approved leave, under most circumstances, CSI may recover from you the cost of any payments made to maintain your benefit coverage, unless your failure to return to work is due to the continuation of a "serious health condition" or a "serious illness or injury" of a covered service member which would otherwise entitle you to leave or is for reasons beyond your control.

If any insurance coverage lapses due to your nonpayment during a FMLA leave, coverage will be fully and completely reinstated when you return to work, provided you resume paying the required premiums (and you return on or before the end of the time permitted under this policy). If your payment is more than thirty (30) days late, CSI will send you a letter notifying you of such fact. If CSI does not receive your payment within fifteen (15) days thereafter, your coverage may cease.

Periodic Reports to CSI

You may, if requested by CSI, need to report periodically on your status and intent to return to work during the leave period. If you take leave because of your own "serious health condition", or to care for a covered family member with a "serious health condition," contact CSI's Human Resources Department regarding the status of the medical condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two (2) business days, if feasible) if the dates of your leave change, are extended, or initially are unknown.

CSI may also require you to provide subsequent medical recertification during your leave. Failure to provide requested certification within fifteen (15) days, if practicable, may result in delay of further leave until it is provided.

Return to Work After Serious Health Condition

If you take leave because of your own "serious health condition", you must provide medical certification that you are able to resume work before you return. However, if your leave was taken on an intermittent basis, then you will only be required to provide medical certification if reasonable safety concerns exist. Obtain return to work medical certification forms from CSI's Human Resources Department. Employees failing to complete the return to work medical certification form will not be permitted to resume work until it is provided.

Job Restoration/Separation from Employment (FMLA)

Employees granted FMLA leave will normally be returned to the same job position they held prior to the leave or to one which is equivalent in pay, benefits, and other terms and conditions of employment, except in the case where the employee has exhausted his or her FMLA leave entitlement and is still unable to return to work. In the event an employee has exhausted his or her FMLA leave entitlement (including any paid time off (PTO)), if applicable, in accordance with CSI's policies and cannot return to work, the employee will be separated from CSI's employment and provided a COBRA notice (if applicable) to afford the employee the opportunity to elect continuation of health insurance coverage.

Disputes Regarding Health Care Provider

If there is a dispute about the medical opinion provided by your health care provider, CSI may require a second opinion by a health care provider of its choice, at its expense. If a third opinion is necessary, a third health care provider may be selected, also at CSI's expense. This third health care provider must be agreed upon by both you and CSI and may not be employed on a regular basis by CSI.

Domestic Violence Leave Policy

In accordance with Florida Law, eligible employees are entitled to leave where the employee or a family or household member has been subjected to domestic violence or sexual violence. Employees who have worked for CSI for at least three (3) months, may take up to three (3) working days of Domestic Violence Leave in a twelve (12) month period. The twelve-month period within which the three (3) days of leave may be taken is a "rolling" twelve (12) month period, measured backwards from the date an employee's Domestic Violence Leave would begin. Eligible employees may take Domestic Violence Leave for the following reasons:

- Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence;

- Obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence, or sexual violence;
- Obtain services from victim services organization, including, but not limited to a domestic violence shelter or program or rape crisis center as a result of the act of domestic violence or sexual violence;
- Make the employee's home secure from the perpetrator of the domestic violence or sexual violence or to seek new housing to escape the perpetrator; or
- Seek legal assistance in addressing issues arising from the act of domestic violence or sexual violence or to attend and prepare for court-related proceedings arising from the act of domestic violence.

Unless there is imminent danger to the employee's health or safety or to the health or safety of an employee's family or household member, the employee must also provide advance notice of his or her need for leave. Sufficient documentation must also be supplied regarding the fact that the employee or a member of the employee's family or household member has been subjected to domestic violence.

Before an employee is entitled to take any Domestic Violence Leave, the employee must exhaust any accrued PTO provided by CSI policy. If the employee has no PTO available, any Domestic Violence Leave taken will be unpaid.

CSI will keep all information pertaining to this leave confidential to the extent required by law.

Worker's Compensation Insurance

All employees are covered by worker's compensation insurance while performing their assigned duties. Coverage pays for reasonable and necessary medical care if you are injured or develop a proven occupational-related disease from exposure. Please observe the following:

1. You must report all injuries and provide all required information immediately to CSI's Human Resource Department.
2. Disclosure of previous worker's compensation injuries or claims is required. Falsifying a disclosure form or medical history will be grounds for termination.
3. Fraudulent claims will be investigated and if proven to be false and unwarranted will result in punishment as felony fraud.
4. Failure to properly use a required safety appliance or a personal protective device (hard hat, safety glasses, hearing protection, safety shoes, gloves, etc.) is considered a willful violation of safety guidelines. Under this violation a warning will be issued, which may lead up to and include termination.
5. You may not choose your own doctor, clinic, or hospital for treatment of a work-related injury or illness. All requests for treatment must have prior approval from the Company. Treatment that has not been approved may not be covered by worker's compensation.
6. Worker's compensation insurance should not be confused with health insurance. It will not cover or extend to injuries or problems that occur off your job or to conditions that are not work related.
7. The Company is responsible for payment of any premium to be covered by worker's compensation insurance.

Medical and Dental Group Insurance

If you are a regular full-time employee and have successfully completed your ninety (90) day introductory period, you may be eligible to receive medical and dental coverage. Medical and Dental coverages has yet been defined and once in place, eligible employees will be notified of premium coverages and benefits.

EMPLOYEE RESPONSIBILITIES

Attendance

Absence / Tardiness

The Company depends heavily upon its employees; therefore, it is important that employees report to work as scheduled. To keep the business and every jobsite running smoothly and efficiently, it is important that every employee be on the job and on time regularly. Other people are counting on you. For this reason, careful attention is given to promptness, absence record, and overall dependability.

If you are going to be late or absent from work for any reason, you must personally notify your supervisor and the office as far in advance as possible, so that proper arrangements can be made to handle your work during your absence. Of course, some situations may arise in which prior notice cannot be given. In those circumstances, you are expected to notify your supervisor and the office as soon as possible. Leaving a message does not qualify as notifying your supervisor – you must personally speak to your supervisor. If you are required to leave work early, you must also personally contact your supervisor and obtain his/her permission.

When absence is due to illness you may be required to provide appropriate medical documentation from your physician.

Employees who are absent without notifying the Company are subject to discipline up to and including termination.

Confidentiality

All records and files of the Company are property of the Company and considered confidential. No employee is authorized to copy or disclose any file or record. Confidential information includes all letters, contracts or any other information concerning transactions with customers, customer lists, payroll or personnel records of past or present employees, financial records of the Company, all records pertaining to purchases with vendors or suppliers, correspondence and agreements with manufacturers and documents concerning operating procedures of the Company. All telephone calls, letters, or other requests for information about current or former employees should be immediately directed to the Human Resources Department.

Violation of this policy may result in disciplinary action, up to and including termination of employment.

Outside Employment

Employees may hold outside jobs as long as the employee meets the performance standards of their position with CSI.

CSI's property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment³.

Conduct

Personal Conduct

The Company expects that all of its employees should conduct themselves with the pride and respect associated with their positions, their fellow employees, customers, and everyone else associated with the Company. Employees should always use good judgment, fairness, discretion, and the highest standards of ethical conduct in carrying out the Company's business.

Progressive Discipline

Forms of corrective action or progressive discipline shall include, but are not limited to, oral counseling, warnings and written reprimands, disciplinary probation, suspension without pay, demotion, decrease in pay, and discharge. Offenses are categorized, based on relative severity, as follows: Category I, Category II and Category III. Progressive Discipline will generally be administered as outlined below.

CSI reserves the right to determine what form of corrective action or progressive discipline is to be utilized in a particular case, taking into consideration the particular facts and circumstances of the matter and the employee's disciplinary record.

	1st Occurrence	2nd Occurrence	3rd Occurrence*
Category I Offense	Documented Oral Counseling/Reprimand	Written Warning/ Reprimand/ Suspension	Discharge
Category II Offense	Written Warning/ Reprimand/Suspension	Discharge	
Category III Offense	Written Warning/ Suspension/Discharge		

* Within a 12-month period

Workplace Violence

CSI will take immediate action, up to and including termination, against any employee who makes verbal threats of violence or engages in any threatening behavior or acts of violence. Each employee is expected to embrace CSI's strong commitment to provide a safe, healthy and secure work environment. CSI expects all employees to report to management immediately any threatening behavior or acts of violence.

Cell Phone/Telephone Usage

Excessive personal calls during the workday can interfere with safety as well as productivity and can be distracting to others. Personal telephone calls are not permitted during working hours unless authorized by a supervisor.

While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of Company phones. The use of cell phones is prohibited in production areas unless the nature of the call is work related. Use of cell phones as well as the use of Company telephones should be limited to break and lunch (non-work) times. Use of cell phones while driving Company vehicles is prohibited.

Social Media Policy

The purpose of this policy is to provide guidelines to CSI employees for participation in Social Media. Participating in Social Media or "social networking," for purposes of this policy, means posting

information on a personal or public website, discussion forum, podcast, wikis, videos, or web logs (“blogs”), or any other forum on the internet, including, for example, Facebook, Twitter, LinkedIn, MySpace, Snapchat and You Tube.

If you engage in social networking, you should be mindful that your postings, even if done off premises and while off-duty, could have an adverse impact on CSI’s legitimate business interests, including its goodwill, reputation and confidential business information. To reduce the likelihood that your social networking will have an adverse impact on CSI, we ask that you observe the following guidelines:

- Your social networking is subject to all of the policies in CSI’s Employee Handbook, including, but not limited to, Non-Discrimination & Anti-Harassment Policy and Workplace Violence Policy.
- CSI employees should feel free to accept, decline or ignore any “Friend Requests” or other requests to connect with another CSI employee without fear of repercussion.
- When social networking, respect the law, including laws governing copyright, defamation, discrimination, and harassment.
- If you see unfavorable comments about yourself or CSI on an internet site and feel that the content violated a law or policy, you may forward this information to your supervisor or the Human Resources Department.

If you need clarification of any aspect of this policy, contact your supervisor or Human Resources Department. Failure to comply with this policy may lead to discipline up to and including termination.

Electronic Communications

Computer systems, Internet access and E-Mail systems belonging to the Company are to be used for business-related purposes to create and transmit business information. CSI treats all computer files and all messages sent, received or stored in the electronic mail (“e-mail”) system as business information. Employees have no expectation of privacy in connection with the use of these systems, or the transmission, receipt, or storage of information in such systems. CSI has the capability to access, review, copy and delete any computer files and messages sent, received or stored on CSI’s computer systems. If employees make incidental use of the computer system for personal messages or files, then employees should not expect such messages or files to be protected from review by other employees. Accordingly, employees should not use computer systems to send, receive, or store any information that is not business-related. Nothing should be communicated through the electronic-communications systems, Internet, or e-mail that would be inappropriate to communicate in any other manner in the workplace or that would violate CSI policies, including its Anti-Discrimination and Anti-Harassment Policy and Workplace Violence Policy. CSI specifically prohibits any computer, e-mail, or Internet communication containing the following: unauthorized or confidential information, libelous, defamatory, offensive, racist, or obscene remarks, chain letters or junk mail. Intentionally sending a computer virus is prohibited as well as illegal. If any user disregards these rules, the user will be disciplined up to and including immediate termination, and will be subject to liability and prosecution under applicable law.

Nepotism and Romantic Relationships

CSI permits the employment of related persons. However, if related people work in the organization, one relative may not supervise another relative. Related people shall not participate in evaluating each other’s job performance or in making recommendations for salary adjustments.

To avoid possible conflicts of interest, claims of sexual harassment, morale problems, or the appearance thereof, dating and romantic involvement between supervisors and their subordinates is prohibited. Romantic relationships between employees not in a supervisor-subordinate relationship are discouraged for the same reasons.

Requirements of Skilled Trade

Dress Code

Each employee has a direct impact on the image of the Company. During business hours or when representing CSI, employees are expected to wear appropriate clothing, observe high standards of personal hygiene, and dress and groom themselves according to the requirement of the positions. Examples of proper attire are: company approved uniforms. On casual days to dress clean and project a professional image.

SAFETY

Workplace Safety Policy

It is our intent to provide a safe environment for our employees. It is also our intent to properly manage any incidents that occur so as to minimize injury and other forms of loss. A well-managed workplace safety program benefits our organization and its people in countless ways. In order for CSI to achieve our goals in maintaining a safe workplace, we have developed a workplace safety program outlining the policies, procedures and required equipment training regarding employee health and safety, in accordance with the Occupational Safety and Health Act (OSHA). Each and every individual must become familiar with the program, follow and enforce the procedures, and become an active participant in this workplace safety program and report any unsafe conditions to your supervisor.

- While our management will be responsible for developing and organizing this program, its success will depend on the 100% involvement and alertness of each employee. We look forward to your cooperation, participation and feedback.
- Safety is everyone's responsibility. Should a safety topic be unclear, please see your supervisor for additional questions or training.
- Our goal is to have EVERY employee return home safe to their family and friends!

Injury / Property Damage Reporting Procedures

Injured employees must immediately report all accidents sustained during the course of the workday to their supervisor and to the Human Resources Department (no matter how small). If an injury is not claimed immediately, a written policy violation will be filed. This also applies when a property damage incident occurs.

- Should medical attention be required, you are to contact the office for the location of medical facilities (urgent care clinics or local hospitals) in your area.
- All paperwork (incident report form, medical observation, etc.) from the accident must be turned in within 24 hours of the accident to determine the severity of the accident.
- The employee maybe required to take a drug test that same day. The office will direct you to the nearest location.

Workplace Security

Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and Company property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately.

USE OF COMPANY PROPERTY

Personal Property

Employees should use their discretion when bringing personal property into the workplace. CSI assumes no risk for any loss or damage to personal property. Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive.

Company Property

Company property refers to anything owned by the company: physical, electronic, intellectual, or otherwise. The use of company property is for business necessity only.

When materials or equipment are assigned to an employee for business, it is the employee's responsibility to see that the equipment is used properly and cared for properly. However, at all times, equipment assigned to the employee remains the property of the Company and is subject to reassignment and/or use by the Company without prior notice or approval of the employee. This includes, but is not limited to, computer equipment and data stored thereon, voicemail, records, and employee files.

Personal Use of Company Property

Company property is NOT permitted to be taken from the premises without proper written authority from company management.

Company Tools

All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools. Tools damaged or stolen as a result of an employee's negligence will, to the extent permitted by federal, state and local law, be charged to the employee.

Care of Company Property

Office areas should be kept neat and orderly and all equipment should be well-maintained. The theft, misappropriation, or unauthorized removal, possession, or use of company property or equipment is expressly prohibited. Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

Company Supplies

Only authorized persons may purchase supplies in the name of CSI. No employee whose regular duties do not include purchasing shall incur any expense on behalf of CSI. Or bind CSI by any promise or representation without express written approval.

CLEANING SYSTEMS, INC.

Employee Acknowledgement Employee's Copy – Keep with Handbook

I (initials) acknowledge that I have received a copy of the Cleaning Systems Inc.' Employee Handbook dated: _____, 20____. I understand that this handbook replaces any and all prior verbal and written communications, including any prior versions of a handbook, regarding Cleaning Systems Inc' working conditions, policies, procedures and benefits.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Cleaning Systems Inc. I understand that the working conditions, policies, procedures and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee.

I also acknowledge that the handbook is not a contract or implied contract and contains an employment-at-will provision that states either Cleaning Systems Inc or I can terminate my employment relationship at any time, with or without cause, and with or without notice. Only Cleaning Systems Inc' President can enter into any differing employment relationship, contract, or agreement. To be enforceable, a contract or agreement must be in writing, signed by the President, and stored in the employee file.

Finally, the contents of the employee handbook may change at any time, at the Company's sole discretion.

Please read this Handbook and these employee Standards of Conduct carefully to understand these conditions of employment before you sign this document.

Employee Signature: _____ **Date:** _____

CLEANING SYSTEMS INC.

Employee Acknowledgement

Employer's Copy – For Office / Personnel File

I (initials) acknowledge that I have received a copy of the Cleaning Systems Inc' Employee Handbook dated: _____, 20____. I understand that this handbook replaces any and all prior verbal and written communications, including any prior versions of a handbook, regarding Cleaning Systems Inc' working conditions, policies, procedures and benefits.

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Employee Signature: _____ Date: _____

